



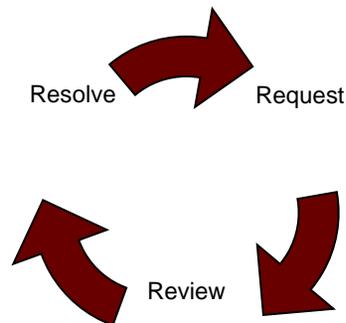
## EQUAL OPPORTUNITIES

New World Housing Association recognises that it works in a diverse and multi-racial society in which many groups and individuals are disadvantaged. We are concerned that the complaints procedures both work fairly and are seen to work. To ensure this happens we will collect and monitor records of the race, gender and disability of all those using these procedures.

If you need any part of this publication explained or translated, we will be happy to arrange it.

## CONFIDENTIALITY

New World treats all complaints and appeals in the strictest confidence. We cannot, however, deal with anonymous complaints. If you wish we would be pleased to provide you with a confidential interview at any stage of the complaints procedure.



## HOW TO COMPLAIN

**Have a problem?**

**Got a complaint?**

**Here is how to deal with it.**

**A guide to New World Housing  
Association's Complaints Procedure**

## **THE COMPLAINTS PROCEDURE IN BRIEF**

The aim of the complaints procedure is to resolve your complaint as quickly and as fairly as possible.

### **STAGE 1: Housing or Maintenance Officer**

Speak to your Housing or Maintenance Officer. If you are not satisfied with their response to your complaint then:

### **STAGE 2: Housing Manager**

Write to the Housing Manager (or Chief Executive, who will pass your complaint to the Housing Manager). If you are not satisfied with the Housing Manager's response you can appeal.

### **STAGE 3: Appeal**

Your complaint will be considered by a panel, which will include the Chief Executive of New World Housing Association and a Board Member.

## **What other options do I have if I am not happy with the complaints procedure?**

Besides New Worlds' complaints procedures, you have rights in law to enforce the terms of your tenancy agreement through the courts. Independent advice is available from advocates, carers, solicitors, Law Centres and Citizens Advice Bureau. If appropriate, you can have your case referred to an independent arbitrator agreed by both of us. The arbitrator's decision will be binding.

## **I have received a reply at the appeal stage that I am not happy with. What action can I take now?**

You may bring your dissatisfaction with New World Housing Association to the notice of the Housing Ombudsman Service. This is an independent body set up to deal with complaints from tenants and applicants of social landlords:

You can contact the Housing Ombudsman Service by writing or telephoning:

Housing Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9GE

Tel: 0300 111 3000 Fax: 020 7831 1942

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## **STAGE 3: APPEAL**

### **I have received a reply at Stage 2 that I am not satisfied with. Can I appeal against this decision?**

Yes, you can. A panel manages the appeal stage of New Worlds' formal complaints procedure. If you wish to appeal against the decision made at Stage 2 by the Housing Manager, you should write to the Chief Executive explaining why you are not satisfied with the response. The Chief Executive will ensure that your appeal is acknowledged and arrange for a panel to investigate and respond to your complaint. The panel will consist of the Chief Executive of New World Housing Association and a Board Member.

New World will arrange for you to have help writing the appeal letter or, if you prefer, you can contact an outside agency (such as the Citizens Advice Bureau) for help.

### **What does this Appeal Stage of New Worlds' complaints procedure involve?**

The panel will review the decisions previously made in several ways. They can:

- Arrange a meeting with you where you will be invited to explain your case. You can bring a friend or representative with you. Relevant staff will also attend to give evidence.
- Arrange for a Board Member to talk to you.
- Examine notes and previous correspondence and review your complaint.

The panel's decision will be confirmed in writing **within 10 working days** of the panel meeting.

## **STAGE 1: SPEAK TO THE HOUSING, HOUSING OR MAINTENANCE OFFICER**

### **Why complain?**

New World Housing Association is committed to providing a good quality service. We recognise that complaints are a way of telling us when things have gone wrong. We value complaints as they help us to improve our services to you. It is important to distinguish between a **complaint** and a **request for repairs**. If a tenant contacts New World to report a defective water heater, this is a request for a repair. But if the repair is not carried out in the time we said we would do it, it becomes a complaint.

### **Who should I talk to if I have a complaint?**

If you have a problem or complaint about New Worlds' repairs service you should speak to the Maintenance Officer. Other problems should be reported to your Housing Officer.

### **How do I get in touch with my Housing, or Maintenance Officer?**

If you are not sure who to contact, or who your Housing Officer is, please ring the reception on 020-8675-0320, and you will be put through to the correct person.

### **What action will the Officer take?**

The Housing or Maintenance Officer is the best person to deal with your complaint at this stage. You will receive a written response **within 5 working days**, advising you of the name and contact number of the person dealing directly with your complaint and what steps they are taking to resolve the problem. We will aim to give you a full response **within 14 working days** of receiving your complaint.

## **STAGE 2: CONTACT THE HOUSING MANAGER**

### **I have discussed this complaint with my Housing or Maintenance Officer and I am still not satisfied. What do I do now?**

If you are not happy with the response from the Housing or Maintenance Officer, you should write to the Housing Officer or Chief Executive at:

New World Housing Association  
8 Grange Mills  
Weir Road  
London, SW12 0NE

The Chief Executive will arrange for the Housing Manager to investigate your complaint.

### **Why do I have to put my complaint in writing?**

If a manager needs to take any action following a complaint, they are likely to need written proof of the complaint being made. We will also use the information you give us to monitor how well we are providing our services.

### **What do I need to say when I write in?**

Ideally you should give us as much information as possible about your complaint and tell us why you are not satisfied with the previous action taken. It is always helpful to state how you would like to see the matter resolved.

### **I would like help in writing a letter.**

You can contact the Administrator who will arrange for someone to help you. For example, we can write the letter for you, and you can sign it to show that you are happy with it. If you want help with translating a letter, the Administrator can also arrange this.

You can also contact an outside agency for help such as Citizens Advice Bureau, a solicitor or a Law Centre, your local Councillor or your MP.

### **What response can I expect to get at Stage 2 of the complaints procedure?**

You should send in your complaint to the Administrator who will record it and send you a letter of acknowledgement **within 5 working days**. Your complaint will be passed to the Housing Manager for a full investigation.

Responding to your complaint will normally involve:

- Talking to any other staff at New World who has been involved in your complaint.
- Talking to you.
- Talking to anyone else who might be involved in the complaint (for example, neighbours, contractors etc).
- Offering mediation or arbitration as a way of resolving the problem.

You will receive a letter from the Housing Manager **within 14 working days**.

This letter will advise you of what action we propose to take to fully resolve your complaint.